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ABSTRACT

This guide contains a series of multiple-choice items and guidelines to assist instructors in composing criterion-referenced tests for use in the food service supervisor component of Oklahoma's Dietetic Support Personnel training program. Test items addressing each of the following occupational duty areas are provided: human relations; nutrient sources; nutritional guidelines, digestion and absorption, diet therapy, documentation and counseling, food production and service, cost control, equipment management, and personnel management. Guidelines for constructing and updating tests and for reporting test results are also provided. (MN)

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DIETETIC SUPPORT PERSONNEL ACHIEVEMENT TEST

FOOD SERVICE SUPERVISOR

State Department of Vocational and Technical Education

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DIETETIC SUPPORT PERSONNEL

ACHIEVEMENT TEST

FOOD SERVICE SUPERVISOR

Evaluation and Testing Unit
Oklahoma State Department of Vocational & Technical Education
1500 West Seventh Avenue, Stillwater, Oklahoma 74074

November, 1985

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INTRODUCTION

The Dietetic Support Personnel Advisory Committee and its State Supervisor asked the Testing Unit of the State Department of Vocational and Technical Education to produce three competency achievement tests for their program. The unit hired a Registered Dietetician and Ph.D. to write the initial test items. The items were edited by members of the Dietetic Support Personnel Advisory Committee and a sample test drawn from these items was subjected to rigorous statistical analyses. One analysis showed that the sample test was highly reliable in the classroom and on the job. Another revealed that the test had an acceptable degree of predictive validity, which is to say that test scores predicted workers' on-the-job performance ratings.

The test items in this booklet passed a very important practical test as well. Instructors in the Dietetic Support Personnel Training Program have successfully employed these test items in the classroom over the last year. As a result, we feel confident that the test booklet will meet the needs of the Dietetic Support Personnel Programs students, instructors and short term adult training administrators.

CONSTRUCTING TESTS

Please use the following guide when you build Food Service Supervisor tests from the test items in this booklet.

A. Identify the purpose of your test and list the duty areas you want it to cover.

Instructors who wish to pre-test their in-coming students will want to draw test items from every duty area identified in the Food Service Supervisor curriculum and in this booklet. The same is true of instructors who wish to post-test students at the end of a course.

Others may wish to test their students over a single unit or a group of units of instruction. They will want to draw their test items from a single duty area or from a small group of duty areas. In both cases, you must identify the purpose of your test to know what duty areas you want it to cover, and you must know what duty areas you want to cover before you can select the test items themselves.

B. Determine the length of your test and the amount of time you want it to take.

The Food Service Supervisor pre-tests and post-tests have consisted of 150 test items and have taken examinees one to three hours to complete. Although this may seem rather long for a test, the Dietetic Support Personnel Advisory Committee and its State Supervisor feel that pre-tests and post-tests are important components of the program and require thorough assessment. As a result, they continue to support both the 150 item test length and the extended time such tests may require of some students.

There is no reason that shorter tests cannot be built however. An instructor wishing to prepare students for a post-test may wish to draw a 100-item test or even a 50-item test for them. These shorter tests can also be used to re-familiarize adult students with the feeling of taking a test, as well as to acquaint them with the style of the Dietetic Support Personnel Program's multiple choice tests.

C. Select test items from each of the duty areas on your test. You need to know two more things before you actually begin to select the test items for your test:

1. **the numbers of items to be used in each duty area**, and

2. **the method you will use to choose those items from the test booklet**.

1. **The number of items in each duty**

The Dietetic Support Personnel Advisory Committee and its State Supervisor approved the duty/task analysis that structures the Food Service Supervisor curriculum and this test. It suggests that major tests (pre-tests and post-tests) contain the following distribution of items:

Figure 1

1. Duty Area	2. % of Items on Test	3. Total Number Of Items
Human Relations & Communications	11%	17
Nutrient Sources	3%	5
Nutrition and Guidelines	3%	5
Digestion and Absorption	2%	3
Diet Therapy	6%	9
Documentation and Counseling	5%	8
Food Production and Service	29%	44
Cost Control	15%	23
Equipment Management	9%	14
Personnel Management	17%	26
Total	100%	154 items

As you can see, the <u>percentages</u> in column number 2 control the number of items to be drawn from each duty area. The numbers in column number 3, then, show the total number of items to be used in each duty area of a major exam (a 154 item test in this case). But you may also use the percentages shown in column 2 to decide the number of items that should be drawn from each duty for a 50-item, a 75-item, a 100-item test, or even a 200 item test. Of course, if you are only testing a class or a student over the information in a single duty area, or in a small group of duty areas, you may choose <u>any</u> number of items.

2. **methods for selecting items**

One of the problems associated with conventional standardized tests is that successive test takers or successive classes may familiarize themselves with the test ahead of time and bias the test's results. The easiest way to overcome this problem, and the method we have chosen, is to produce a test battery from which many tests can be drawn.

After you have decided how many items to draw from a duty area, turn to that part of the test booklet to select the number of items that you need. You may select test items by using either a random selection method or a systematic selection method.

a. Random selection methods are relatively easy to use and offer you the possibility of generating an extremely large number of different tests from the items in this booklet. You must label each of the items in a duty area, place those labels in a container of some sort, and then draw the number of labels that you need from the container. You may also use a random number table to do this if you have one available. The labeled items you choose are, then, your test items for that duty.

b. Systematic selection methods are rather easier to use than the random selection methods. If you select every other item in a duty area, starting with item number 1, you will produce one test. If you select every second item starting from item number 2, you will produce another test. If you select every third item starting from either item number 1 or item number 2, you will produce a third test. You can produce as many other tests as you need by choosing other selection intervals (every fifth, seventh, ninth or eleventh item for example) and by choosing other starting points. All that you need to do is to continue cycling through the items until you have as many as you need.

Take a moment to think about the way you will select and use these test items, because we recommend that you construct as many different tests as you need to assure yourself and your students of test variety and test security.

REPORTING TEST RESULTS

The Dietetic Support Personnel Advisory Committee and it's State Supervisor recommend that Oklahoma's instructors and short term adult training administrators standardize the ways in which they report test results. Although they have not agreed upon a standard report form, one short term adult training administrator has developed a simple form that you may be able to adapt to your local needs (see figure number 2.)

Figure 2

REPORT FORM

Name:_____

Course: Food Service Supervisor

1. Section and Number of Test Items	2. Raw Score	3. % Correct	4. Recommended Passing Score 85%
Human Relations and Communications Questions (17)			85
Nutrient Sources Questions (5)			85
Nutrition and Guidelines Questions (5)			85
Digestion and Absorption. Questions (3)			85
Diet Therapy Questions (9)			85
Documentation and Counseling Questions (8)			85
Food Production and Service Questions (44)			85
Cost Control Questions (23)			85
Equipment Mangement Questions (14)			85
Personnel Management Questions (26)			85
Overall Score 154			85%

The left hand column of the test report form lists both the sections of the Food Service Supervisor test and the number of items found in each. The second column contains places for the student's raw scores and the third column has spaces for the percentage correct. The most important column, however, may be column four. That column contains the Dietetic Support Personnel Committee's, and the State Supervisor's, recommended passing scores.

As you can imagine, this form may be used in a number of different ways. The instructors who use it may distribute it to those who take the post test as well as to their employers (after receiving the student's signed permission, of course). They should explain the Dietetic Support Personnel program's recommended scores to students in writing. In those cases where a test taker 'passes' the post test but misses the standard on a duty or two, instructors might allow the test taker to enroll in those components of the Food Service Supervisor course. If the student only needs remedial work on Nutritional Guidelines for example, the student might be asked to attend and to successfully complete that portion of the Food Service Supervisor course again. An administrator might also pro-rate the class fee according to the length of time the student will attend.

There are other ways for instructors and administrators to use the test report forms, but we are not familiar with them at this time. We suggest that you collect your experiences with them, write them down, and forward them to the members of the Dietetic Support Personnel Advisory Committee. With your help, they may be able to reach a simple policy decision on this matter.

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A. HUMAN RELATIONS AND COMMUNICATIONS

1. What human relations ability should food service supervisors develop to maintain a well-run food service unit:

a
   a. the ability to deal with people fairly
   b. the ability to discourage employees from participating in decisions
   c. the ability to shift blame to subordinates
   d. the ability to show favoritism to their favorite employees

2. What human relations ability should a food service supervisor develop to maintain good on-the-job attitudes among food service employees:

   a. emotional instability
b b. enthusiasm for the job
   c. indecision over work responsibilities
   d. partiality in personal decisions

3. What POOR habit of communication can cause a food service supervisor to loose rapport with her employees:

   a. admitting mistakes
   b. developing self-confidence
   c. obtaining the respect of others
d d. showing favoritism

4. What leadership characteristics should be observable in an effective food service supervisor:

   a. is easily influenced by whims of employees
b b. is self-disciplined in front of employees and administrators
   c. requires constant advice from administrators
   d. uses out-of-date methods of supervision

5. What habit of communications should a competent food service supervisor develop:

a
   a. gives specific instructions
   b. hesitates to answer employee questions
   c. refuses to define quality standards
   d. waits for employees to decide what to do

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6. How can food service supervisors demonstrate their integrity:

   a. by taking credit for others' work and ideas
   b. by taking food home from the dietary department
   c. by taking kickbacks from vendors

d d. by taking time to understand and respect all employees

7. What is the first step in on-the-job decision making:

   a. analyze the problem

b b. define the problem
   c. develop possible solutions
   d. select the best solution

8. What is a characteristic of emotionally stable food service supervisors:

   a. they are calm one day and impatient the next day

b b. they control their anger and its expression
   c. they get upset when something out of the ordinary happens
   d. they take out their frustrations on employees

9. What should you AVOID if you want to hear and understand what another person has to say to you:

   a. asking questions of the speaker

b b. focusing your attention on another task
   c. focusing your attention on the speaker
   d. rephrasing the speaker's statements

10. How can you show that you are really listening to your employees:

    a. by criticizing their incorrect grammar or poor vocabulary
    b. by interrupting them to give advice

c   c. by trying to understand them even when they are having trouble expressing themselves
    d. by watching your watch as they speak to you

11. What habit of communication should a food service supervisor develop to assure good oral communications with an employee:

a   a. checking to make sure the employee understands
    b. giving information while the employee is engaged in other tasks
    c. giving an employee only part of the information he or she needs
    d. giving vague information to see if the employee understands

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12. What MISTAKE of communication can cause food service supervisors to misunderstand employees:

a. asking questions of the speaker
b
b. making assumptions about what is being said
c. paying attention to the speaker
d. showing interest in what is being said

13. When does oral communication become more effective:

a. when complex language is used
b. when the speaker only says something once
c. when speech is rapid
d
d. when the speaker is aware of her (or his) words' symbolic meanings

14. Which of the following IS NOT a barrier between a speaker and a listener:

a. distractions
b. emotional blocks
c. pretending
d
d. understanding ideas

15. How can a food service supervisor establish good working relations with other departments:

a
a. by cooperating with the other departments
b. by demanding one's own way
c. by trying to supervise the other department's employees
d. by yelling at them when they make mistakes

16. What ERROR of communication should a food service supervisor AVOID when speaking to an employee:

a. calm delivery of the message
b. clear delivery of the information
c
c. delivery of partial information
d. follow-up on the message

17. How should the verifications for therapeutic diets be delivered to the dietary department:

a. by the charge nurse, orally
b. by the physician, orally
c
c. in writing
d. over the telephone

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18. When can a supervisor's oral communication become LESS effective:

a. when the supervisor is aware of the symbolic meaning of words
b. when the supervisor pronounces words distinctly
c
c. when the supervisor uses overly complex ideas
d. when the supervisor uses proper English

19. An inspector conducting a Title 19 survey, will look at all the following standards EXCEPT:

a
a. the dietary department's pay scale
b. the in-service training participation rate
c. the job descriptions that are written for all dietary employees
d. the qualifications of the department supervisor

20. What kind of work place atmosphere can a food service supervisor create through effective communication with subordinates:

a. disagreement
b. confusion
c
c. cooperation
d. inefficiency

21. What kind of information will a policy and procedure manual include:

a. information on in-service education outlines
b. information on medical staff meeting minutes
c. information on menus for a six month period
d
d. information on personnel policies

22. Which of the following are examples of communication between departments in a health care facility:

a
a. diet orders, maintenance repair requests, and nourishment requisitions from the nursing department
b. food delivery orders
c. food production sheets, job descriptions, and work schedules
d. policies and grievances

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23. What important managerial decision should be spelled out in the procedures of a policy and procedures manual:

    a. long, wordy sentences
    b. selected steps from a few tasks
    c. the difficulty of the work
d   d. who is responsible for accomplishing the procedure

24. How should a diet order that changes Mr. Martin from a regular diet to a 2-gram sodium diet be communicated to the dietary department:

    a. by Mr. Martin over the telephone
    b. by the physician, orally
    c. by the head nurse, orally
d   d. by the ward clerk or charge nurse in writing

25. Which of the following actions is an example of ethical food service behavior:

    a. discussing a patient's health with a friend
    b. pressuring a supervisor to buy food from one's friends
    c. signing an invoice to indicate that an order has been received, even when all of its food was not
d   d. using sick leave only when one is sick

26. How may a food service supervisor DISRUPT a good working relationship with other departments:

    a. having good attitudes
    b. by practicing self-discipline
    c. by recognizing the importance of other departments
d   d. by showing personal biases

27. Which of the following actions is an example of UNETHICAL food service behavior:

a   a. accepting gifts from food salesmen
    b. hiring the most qualified person for a job
    c. interviewing four individuals for one job
    d. requesting bids from four vendors

28. What agency is responsible for conducting medicare Title 19 surveys:

    a. City Health Department
    b. County Health Department
    c. Joint Commission on Accreditation of Hospitals
d   d. State Department of Health

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29. What kind of in-service training program is most likely to bore food service employees:

a. one using audio visual materials such as films or videotapes
b
b. one using lectures as the only source of information
c. one using printed material to supplement lectures and tapes
d. one using visual materials such as food models and film strips

30. How often should a policy and procedure manual be reviewed and revised:

a. monthly
b
b. quarterly
c. semi-annually
d. yearly

31. What is the term for a group of employees who hold voluntary, regular meetings to discuss work-related problems and their solutions:

a. an MBO group
b
b. a quality circle
c. a sensitivity group
d. a T group

32. Identify the type of information that would NOT be found in a policy and procedures manual:

a. information on disaster planning
b
b. information on in-service education outlines
c. information on personnel policies
d. information on safety and sanitation practices

33. What can a supervisor do to promote teamwork and cooperation among food service workers:

a. cover up the mistakes of favorites
b. ignore employee opinions and suggestions
c. make employees compete for rewards
d
d. praise employees for their good work

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34. How should policies be written for your policy and procedures manual:

a. so that each policy addresses more than one subject
b. so that several policies are placed on a single page
c
c. so that the policies are clear and concise
d. so that the policies are idealistic and difficult to attain

35. What is a mistake that food service supervisors should AVOID when handling complaints or grievances:

a. allowing employees to express their complaints or grievances
b. being fair and just
c
c. collecting facts that will support only one side of the complaint or grievance
d. correcting the situation when the complaint or grievance is legitimate

36. Identify the type of behavior that is UNETHICAL for a food service supervisor:

a. making a pay increase recommendation based on an employee's performance
b. organizing subordinates work schedules
c. reviewing all job applications before making a hiring decision
d
d. taking leftover food home from the dietary department

37. Which of the following actions is ethical for a food service worker:

a. accepting gifts from a food salesman
b. calling in sick when they are not
c
c. recommending a friend for a job in the dietary department
d. taking extra food home from the dietary department

38. When do employees learn best:

a. when they read and hear the information
b. when they read printed information
c. when they repeat information aloud
d
d. when they repeat information and perform the task

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39. What should a well written business message, taken over the telephone for an employee who will return to work tomorrow, include:

a. abbreviations which are not familiar to the employee
b. everything that was said during the telephone call
c. the date the employee will probably receive the memo

d

d. the signature of the person writing the message

40. How should supervisors compose business memorandums:

a

a. using accepted spellings and writing style
b. using an indirect approach to motivate their readers
c. using many descriptive words to impress their reader
d. using only general information, duties should not be included in memos

41. How should a supervisor respond to a new female employee who has worked in the dietary department for only one week, but who receives five to seven personal calls over the department's telephone each day:

a

a. the supervisor should discuss the department's telephone policies with the new employee
b. the supervisor should encourage the newcomer to "make herself at home"
c. the supervisor should not take any action
d. the supervisor should suspend the new employee

42. What practice may CONFUSE communications over the dietary department telephone:

a. answering promptly
b. identifying yourself
c. speaking distinctly

d

d. speaking rapidly

43. Why is teamwork within and between departments so important to the management of a health care facility:

a

a. it encourages the highest quality patient care
b. it is an inexpensive management tool
c. it pleases administrators
d. it tends to develop cliques among employees

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44. What supervisory practice can DISCOURAGE teamwork among dietary department employees:

a. calling them by name
b. listening to their concerns
c
c. making decisions without informing them
d. recognizing their achievements

45. How should food service supervisors treat employees if they want to manage their units most effectively:

a. be deliberately inconsistent and indecisive to encourage self-motivation
b
b. criticize the work behavior but not the worker
c. do the work along to insure that it is done right
d. push the workers long and hard to get the work done

B. SOURCES OF NUTRIENTS

46. Imagine that you took a diet history from Mrs. B which included a 24 hour food recall. She ate 130g carbohydrate, 51g protein and 50g fat. What was her total caloric intake that day:

a. 924
b
b. 1174
c. 1420
d. 1574

47. If a 24 hour food recall for Mr. Vee shows that he consumed 204g carbohydrate, 92g protein, and 120g fat, what was his total calorie intake for that day:

a. 1664
b. 2124
c
c. 2264
d. 3284

48. How many calories does a patient consume if his food intake for one day contains 120g carbohydrate, 70g protein and 40g fat:

a. 1070
b
b. 1120
c. 1470
d. 1720

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49. How many calories will a patient consume in one day if her food contained 200g carbohydrate, 80g protein and 100g fat:

a. 1520
b
b. 2020
c. 2124
d. 2520

50. Refer to the chart illustrated below, the Nutrient Distribution of Food Exchange Lists, to answer this question:

NUTRIENT DISTRIBUTION OF FOOD EXCHANGE LISTS

	Carbohydrate (g)	Protein (g)	Fat (g)	Calories
Milk Exchange (skim milk)	12	8		80
Vegetable Exchange	5	2		25
Fruit Exchange	10			40
Bread Exchange	15	2		70
Lean Meat Exchange (1 oz)		7	3	55
Medium Fat Meat Exchange (1 oz)		7	5	75
High Fat Meat Exchange (1 oz)		7	8	100
Fat Exchange			5	45

What is the total amount of carbohydrates that will be consumed by a patient who eats the following dinner:

3 oz. roast beef (medium fat)
1 small potato
1/2 c. cooked carrots
1 roll
1 t. margarine
1 medium peach
iced tea

a. 20 g
b. 35 g
c. 40 g
d
d. 45 g

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51. Refer to the following chart, the Nutrient Distribution of Food Exchange Lists, to answer this question.

NUTRIENT DISTRIBUTION OF FOOD EXCHANGE LISTS				
	Carbohydrate (g)	Protein (g)	Fat (g)	Calories
Milk Exchange (skim milk)	12	8		80
Vegetable Exchange	5	2		25
Fruit Exchange	10			40
Bread Exchange	15	2		70
Lean Meat Exchange (1 oz)		7	3	55
Medium Fat Meat Exchange (1 oz)		7	5	75
High Fat Meat Exchange (1 oz)		7	8	100
Fat Exchange			5	45

What is the total amount of carbohydrate consumed by the patient who ate the following breakfast:

1/2 c. orange juice
1 hard cooked egg
1 slice toast
1 t. margarine
1 c. skim milk
coffee

a. 25 g
b
b. 37 g
c. 43 g
d. 50 g

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52. Refer to the following chart, the Recommended Daily Dietary Allowances for Females - Revised 1980, to answer this question.

Age (years)	Weight (kg)	Weight (lbs)	Height (cm)	Height (in)	Protein (g)	Fat-Soluble Vitamins: Vitamin A (µg R.E.)[b]	Vitamin D (µg) [c]	Vitamin E (mg α T.E.)[d]
11-14	46	101	157	62	46	800	10	8
15-18	55	120	163	64	46	800	10	8
19-22	55	120	163	64	44	800	7.5	8
23-50	55	120	163	64	44	800	5	8
51+	55	120	163	64	44	800	5	8

Water-Soluble Vitamins: Vitamin C (mg)	Thiamin (mg)	Riboflavin (mg)	Niacin (mg N.E.)[a]	Vitamin B_6 (mg)	Folacin[e] (µg)	Vitamin B_{12} (µg)	Minerals: Calcium (mg)	Phosphorus (mg)	Magnesium (mg)	Iron (mg)	Zinc (mg)	Iodine (µg)
50	1.1	1.3	15	1.8	400	3.0	1200	1200	300	18	15	150
60	1.1	1.3	14	2.0	400	3.0	1200	1200	300	18	15	150
60	1.1	1.3	14	2.0	400	3.0	800	800	300	18	15	150
60	1.0	1.2	13	2.0	400	3.0	800	800	300	18	15	150
60	1.0	1.2	13	2.0	400	3.0	800	800	300	10	15	150

Ms. Doe, an 18 year old female, is 5'2" tall and has a medium frame. The food service supervisor took a 24 hour food recall from Ms. Doe, calculated her nutrient intake, and found that Ms. Doe consumed the following...

1000 ug R.E.	Vitamin A
60 mg	Vitamin C
1200 mg	Calcium
10 mg	Iron

Which nutrient that she consumed was under the Recommended Daily Dietary Allowance for females:

a. calcium
b
b. iron
c. vitamin A
d. vitamin C

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53. Refer to the following chart, the Nutrient Distribution of Food Exchange Lists, to answer this question.

NUTRIENT DISTRIBUTION OF FOOD EXCHANGE LISTS				
	Carbohydrate (g)	Protein (g)	Fat (g)	Calories
Milk Exchange (skim milk)	12	8		80
Vegetable Exchange	5	2		25
Fruit Exchange	10			40
Bread Exchange	15	2		70
Lean Meat Exchange (1 oz)		7	3	55
Medium Fat Meat Exchange (1 oz)		7	5	75
High Fat Meat Exchange (1 oz)		7	8	100
Fat Exchange			5	45

What is the total amount of fat consumed by the patient who ate the following breakfast:

1/2 c. orange juice
1 hard cooked egg
1 slice toast
1 t. margarine
1 c. skim milk
coffee

a. 5 g
b. 10 g
c. 15 g
d. 20 g

b

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54. Refer to the following chart, the Recommended Daily Dietary Allowances for Males - Revised 1980, to answer this question.

Recommended Daily Dietary Allowances for Males: Revised 1980

Age (years)	Weight (kg) (lbs)	Height (cm) (in)	Protein (g)	Fat Soluble Vitamins: Vitamin A (µg R.E.)	Vitamin D (µg)	Vitamin E (mg T.E.)
11-14	45 99	157 62	45	1000	10	8
15-18	66 145	176 69	56	1000	10	10
19-22	70 154	177 70	56	1000	7.5	10
23-50	70 154	178 70	56	1000	5	10
51+	70 154	178 70	56	1000	5	10

Water Soluble Vitamins: Vitamin C (mg)	Thiamin (mg)	Riboflavin (mg)	Niacin (mg N.E.)	Vitamin B6 (mg)	Folacin (µg)	Vitamin B12 (µg)	Minerals: Calcium (mg)	Phosphorus (mg)	Magnesium (mg)	Iron (mg)	Zinc (mg)	Iodine (µg)
50	1.4	1.8	18	1.8	400	3.0	1200	1200	350	18	15	150
60	1.4	1.7	18	2.0	400	3.0	1200	1200	400	18	15	150
60	1.5	1.7	19	2.2	400	3.0	800	800	350	10	15	150
60	1.4	1.6	18	2.2	400	3.0	800	800	350	10	15	150
60	1.2	1.4	16	2.2	400	3.0	800	800	350	10	15	150

Imagine that you took a 24 hour food recall from Mr. Black, a 35 year old male who weighs 150 pounds, and stands 5'10" tall. You found that he ate...

1200 ug R.E.	Vitamin A
45 mg	Vitamin C
1100 mg	Calcium
11 mg	Iron

Which of the Recommended Daily Dietary Allowances for males was he deficient in during that 24 hour period:

a. calcium
b. iron
c. vitamin A
d
d. vitamin C

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55. Refer to the following chart, the Recommended Daily Dietary Allowances for Males - Revised 1980, to answer this question.

Recommended Daily Dietary Allowances for Males: Revised 1980

Age (years)	Weight (kg) (lbs)	Height (cm) (in)	Protein (g)	Fat Soluble Vitamins: Vitamin A (µg RE)	Vitamin D (µg)	Vitamin E (mg TE)
11-14	45 99	157 62	45	1000	10	8
15-18	66 145	176 69	56	1000	10	10
19-22	70 154	177 70	56	1000	7.5	10
23-50	70 154	178 70	56	1000	5	10
51+	70 154	178 70	56	1000	5	10

Water Soluble Vitamins: Vitamin C (mg)	Thiamin (mg)	Riboflavin (mg)	Niacin (mg NE)	Vitamin B6 (mg)	Folacin (µg)	Vitamin B12 (µg)	Minerals: Calcium (mg)	Phosphorus (mg)	Magnesium (mg)	Iron (mg)	Zinc (mg)	Iodine (µg)
50	1.4	1.6	18	1.8	400	3.0	1200	1200	350	18	15	150
60	1.4	1.7	18	2.0	400	3.0	1200	1200	400	18	15	150
60	1.5	1.7	19	2.2	400	3.0	800	800	350	10	15	150
60	1.4	1.6	18	2.2	400	3.0	800	800	350	10	15	150
60	1.2	1.4	16	2.2	400	3.0	800	800	350	10	15	150

What is the RDA for Thiamin for Mr. Black, a 35 year old male who weighs 150 pounds and stands 5'10" tall:

a. 1.2 mg
b
b. 1.4 mg
c. 1.5 mg
d. 1.8 mg

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56. Refer to the information below to answer this question.

Jimmy Smith, a 12 year old, ate the following food in one day...

Breakfast -
Pancakes with syrup--milk

Lunch -
Hamburger--French fries
Hot cherry turnover
Cola soft drink

Dinner -
Roast beef
Potatoes--gravy
Carrot coins
Hot roll
Margarine
Plums--cookie
Ice tea

A.M. Snack -
Candy bar

P.M. Snack -
Orange
Potato chips

What nutrient is missing from Jimmy's diet:

a

a. calcium
b. protein
c. vitamin A
d. vitamin C

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57. Refer to the information below to answer this question.

Jimmy Smith, a 12 year old, ate the following food in one day...

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Potatoes--gravy
Carrot coins
Hot roll
Margarine
Plums--cookie
Ice tea

A.M. Snack -
Candy bar

P.M. Snack -
Orange
Potato chips

How many servings from the bread and cereal group did Jimmy have:

a. 1
b. 2
c. 3
d
d. 4

58. What food group do pancakes belong to:

a
a. the bread and cereal group
b. the meat group
c. the milk group
d. the vegetable and fruit group

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59. Which of the following food items experiences the greatest nutrient losses during preparation:

a. baked potatoes
b
b. diced, boiled potatoes
c. french fried potatoes
d. sliced, au gratin potatoes

C. NUTRITIONAL GUIDELINES

60. From which food group should adults have two or more servings every day:

a. bread/cereal group
b. fruit/vegetable group
c
c. milk/dairy group
d. other food group

61. What is the accepted guideline for determining the amount and kinds of nutrients that should be eaten in one day:

a. Basic Four
b. Daily Food Guide
c
c. RDA
d. USRDA

62. Jim Smith is a 48 year old male who is 5'9" tall and has a small frame. What is Jim's desired body weight if you allow 106 lbs. for his first 5 ft. of height, then allow 6 lbs. for each inch over 5 ft., and then subtract 10% from the total for his small body frame:

a
a. 144 lbs.
b. 150 lbs.
c. 158 lbs.
d. 164 lbs.

63. Refer to the information below to answer this question.

Jane Doe is an 18 year old female who is 5'8" tall and has a large frame. What is her desired body weight if you allow 100 lbs. for her first 5 ft. of height, then allow 5 lbs. for each inch over 5 ft., and then add 10% to the total for her large frame:

a. 140 lbs.
b
b. 154 lbs.
c. 162 lbs.
d. 167 lbs.

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64. Refer to the label below to answer this question.

INGREDIENTS: CHICKEN STOCK, CHICKEN, WHEAT FLOUR, CORN STARCH, CREAM, VEGETABLE OIL, SALT, CHICKEN FAT, WATER, MARGARINE, DRIED DAIRY BLEND (WHEY, CALCIUM CASEINATE), WHEY POWDER, MONOSODIUM GLUTAMATE, SOY PROTEIN ISOLATE, YEAST EXTRACT AND NATURAL FLAVORING.

What ingredient is present in the largest amount:

a. chicken
b
b. chicken stock
c. MSG
d. wheat flour

65. Refer to the situation below to answer this question.

Jane Doe is an 18 year old female who is 5'8" tall and has a large frame. Calculate her desired body weight by allowing 100 lbs. for the first 5 ft. of height, and 5 lbs. for each additional inch. Then add 10% to your total for her large frame. Now, based on her desired body weight, calculate Jane's daily calorie needs. To find the basal calories, recall that she needs 1 kcal/hour/kg of body weight (1 kg = 2.2 lbs). She is a sedentary person, so you will only need to add 30% of her basal calories to your total for activity.

How many calories does Jane need each day:

a. 1500
b. 1680
c
c. 2184
d. 2484

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66. What is the first food item that you should determine when planning a menu:

a

a. entree
b. soup
c. starch
d. vegetable

67. Refer to the following product nutritional label information to answer this question.

INGREDIENTS: CHICKEN STOCK, CHICKEN, WHEAT FLOUR, CORN STARCH, CREAM, VEGETABLE OIL, SALT, CRICKEN FAT, WATER, MARGARINE, DRIED DAIRY BLEND (WHEY, CALCIUM CASEINATE), WHEY POWDER, MONOSODIUM GLUTAMATE, SOY PROTEIN ISOLATE, YEAST EXTRACT AND NATURAL FLAVORING.

How much sodium is found in one serving of soup:

a. 110 mg
b. 226 mg
c. 630 mg

d

d. 950 mg

68. What is the term for a menu in which the consumer has no choice about what will be served:

a. a cycle menu

b

b. a non-selective menu
c. a repetitive menu
d. a selective menu

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69. Refer to the following product nutritional label information to answer this question.

INGREDIENTS: CHICKEN STOCK, CHICKEN, WHEAT FLOUR, CORN STARCH, CREAM, VEGETABLE OIL, SALT, CHICKEN FAT, WATER, MARGARINE, DRIED DAIRY BLEND (WHEY, CALCIUM CASEINATE), WHEY POWDER, MONOSODIUM GLUTAMATE, SOY PROTEIN ISOLATE, YEAST EXTRACT AND NATURAL FLAVORING.

What percentage of the US RDA for iron is provided in one serving of soup:

a a. less than 2%
b. 2%
c. 4%
d. 10%

70. Refer to the following product nutritional label information to answer this question.

INGREDIENTS: CHICKEN STOCK, CHICKEN, WHEAT FLOUR, CORN STARCH, CREAM, VEGETABLE OIL, SALT, CHICKEN FAT, WATER, MARGARINE, DRIED DAIRY BLEND (WHEY, CALCIUM CASEINATE), WHEY POWDER, MONOSODIUM GLUTAMATE, SOY PROTEIN ISOLATE, YEAST EXTRACT AND NATURAL FLAVORING.

The ingredient present in the second largest amount is:

a a. chicken
b. chicken stock
c. vegetable oil
d. wheat flour

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71. What is the first portion of a meal cycle that you would plan:

a. the beverages
b. the desserts
c (left) c. the entrees
d. the salads

72. What is the term for a menu that allows consumers to choose among several dishes that are offered:

a. a cycle menu
b. a non-selective menu
c. a repetitive menu
d (left) d. a selective menu

73. What does a cycle menu do:

a. it allows consumers to make choices among several menu items in succession
b (left) b. it repeats a menu at a fixed time interval (every 7 days for example)
c. it repeats a single menu everyday for one week
d. it rotates entrees through an otherise fixed menu

74. What may you substitute for sliced peaches if you need three cans for your lunch menu but only find one in your storeroom:

a. butterscotch pudding
b. chocolate cake
c. peanut butter cookies
d (left) d. sliced pears

D. DIGESTION AND ABSORPTION

75. What is the wave-like contraction of the intestinal muscles that moves food through the intestines:

a. absorption
b. digestion
c. ingestion
d (left) d. peristalsis

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76. What is the major function of the pancreas in digestion and absorption:

a. to manufacture cholesterol
b. to produce bile
c
c. to produce insulin
d. to store bile

77. What habit of eating will IMPAIR digestion:

a
a. chewing food poorly
b. chewing food well
c. eating small amounts of food
d. eating when comfortable and at ease

78. Where does the largest portion of digestion and absorption occur:

a. the esophagus
b. the large intestine
c
c. the small intestine
d. the stomach

79. When is the body's iron absorption capacity improved:

a
a. when a source of vitamin C is consumed with iron containing foods
b. when coffee or tea are consumed
c. when plant foods are the source of iron
d. when soda or alkaline medications such as antacids are used frequently

80. What eating habit will improve digestion:

a. eating food in large bites and gulps
b. eating large amounts of food at once
c
c. eating small amounts of food at once
d. eating when angry

81. When is the body's capacity iron absorption impaired:

a. when animal sources of iron are eaten
b. when the body needs increased amounts of the nutrient
c
c. when soda or alkaline medications, such as antacids, are used
d. when vitamin C is taken with iron containing foods

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E. DIET THERAPY

82. If green beans are on the menu for patients on diabetic diets, but there are no green beans in the storeroom, what food can be substituted for the beans:

a. asparagus
b. carrots
c. corn
d. mashed potatoes

83. What is a common reference used by medical staff in prescribing diets:

a. the diet therapy book
b. the medical dictionary
c. the Oklahoma Diet Manual
d. the physician's desk reference

84. Mrs. Smith, who is on a 2 gm sodium diet, loves milk. What is the best reference to use to determine how much milk she can have each day:

a. the diet therapy book
b. the kardex
c. the medical record
d. the Oklahoma Diet Manual

85. What reference work should you use if you are out of green beans and want to know if it is safe to substitute green peas for them in a diabetic's diet:

a. the diet therapy book
b. the Oklahoma Diet manual
c. the physician's desk reference
d. the policy and procedure manual

86. What is the disaccharide in milk that causes cramps and diarrhea when it is not properly digested;

a. fructose
b. lactose
c. maltose
d. sucrose

87. What reference work should you use to find information about food and drug interactions:

a. the food label
b. the kardex
c. the Oklahoma Diet Manual
d. the policy and procedure manual

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88. What is a dietary restriction that would NOT be made in the diet for a patient with a renal disease:

a. potassium
b. protein
c. sodium
d
d. sugar

89. Which diet is used to reduce chemical and mechanical irritation:

a. a bland diet
b. a high fiber diet
c. a low fiber diet
d
d. a low residue diet

90. What is the term for a diet that shortens the length of time waste remains in the colon:

a. a high carbohydrate diet
b
b. a high fiber diet
c. a low fiber diet
d. a low sodium diet

91. What seasoning can be given to patients on sodium restricted diets:

a
a. garlic powder
b. garlic salt
c. monosodium glutamate (MSG)
d. soy sauce

92. What caloric guideline should be considered when planning diabetic and weight control diets:

a. a Basic Four Food Groups text
b. a Daily Food Guide
c
c. a Food Exchange list
d. the Recommended Dietary Allowances

93. What diet would a patient with hypertension usually eat:

a. a fat restricted diet
b. a low cholesterol diet
c. a low sugar diet
d
d. a sodium restricted diet

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94. A food service supervisor should monitor the food consumption of diabetics because patients who receive insulin may experience serious insulin reactions if:

a
a. too little food is eaten
b. too little insulin is available
c. too much water is consumed
d. too much food is eaten

95. What food is a poor source of potassium:

a. apricots
b
b. candy bars
c. milk
d. tomatos

96. Which of the following diets would NOT be combined:

a. diabetic and low sodium diets
b
b. high fiber and bland diets
c. low fiber and low sodium diets
d. low protein, low sodium and low potassium diets

97. What is a symptom of diabetes mellitus:

a
a. excessive thirst
b. infrequent urination
c. loss of appetite
d. weight gain

98. What restriction WOULD NOT be placed on a person who had a renal disease and was eating a low protein diet:

a
a. a caloric restriction
b. a fluid restriction
c. a potassium restriction
d. a sodium restriction

99. What medical condition is treated with a diet that is divided into six small feedings, and that provides patients with limited amounts of simple sugars:

a. diabetes mellitus
b. hyperglycemia
c. hypertension
d
d. hypoglycemia

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100. What type of diet is usually recommended for a patient with gallbladder disease:

a
a. a fat restricted diet
b. a high fiber diet
c. a low cholesterol diet
d. a sodium restricted diet

101. Which of the following diets would NOT be combined:

a. calorie controlled and surgical soft diets
b
b. high protein and clear liquid diets
c. low fat and calorie controlled diets
d. surgical soft and low sodium diets

102. What must food service supervisors AVOID when combining diets:

a
a. combining diets that would be detrimental to the patient's health
b. considering the consequences of each diet
c. preparing a sample meal for the combined diets
d. preparing a worksheet of foods to use and avoid in the combined diet

103. How should you prepare eggs for an individual on a low fat diet:

a. cream them
b. fry them in margarine
c
c. scramble them in a spray coated pan
d. scramble them in butter

104. Which of the following foods could be served to a patient on a diabetic diet:

a
a. baked chicken
b. breaded veal cutlet
c. chicken fried steak
d. deep fat fried shrimp

F. DOCUMENTATION AND COUNSELING

105. What eating habit should alert you that a patient's dietary needs are NOT being met:

a. patient always eats everything served to them
b
b. patient does not eat meat
c. patient seldom eats desserts
d. patient wants coffee with the meal

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106. What should you do when a patient refuses to eat a particular food or dish:

a. coax the patient to eat that food or dish
b. ignore the patient
c
c. offer a substitute
d. remove that item from the menu

107. Imagine that you have several new patients, and that each of them has one of the following physical limitations. Which physical limitation must you respond with special food preparations:

a. a bad limp
b. astigmatism
c. loss of hearing
d
d. no teeth

108. Which of the following patients is NOT in need of special food preparations:

a. a patient who has difficulty swallowing
b. a patient who has ill-fitting dentures
c. a patient who has paralysis
d
d. a patient who has teeth and no trouble chewing or swallowing

109. When is a patient most likely to respond to nutritional counseling in a positive manner:

a. when the patient is disinterested in diet instructions
b. when the patient is in need of encouragement to eat
c
c. when the patient is interested in diet instructions
d. when the patient is uncooperative

110. When is a patient most likely to respond to nutritional counseling in a NEGATIVE manner:

a
a. when the patient is being uncooperative
b. when the patient is cooperative
c. when the patient is eating well at mealtime
d. when the patient is interested in diet instruction!

111. What is the information that food service personnel collect about a patient's past dietary patterns and eating behaviors called:

a
a. a diet history
b. a food list
c. a meal pattern
d. a nutritional assessment

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112. What kind of questions should you use when interviewing patients about their past and present food habits:

a. only what the person eats
b
b. open-ended questions
c. questions that could be answered yes or no
d. very specific questions

113. What is the permanent document that contains information about a patient called:

a. a data file
b. a diet kardex
c
c. a medical record
d. a patient tray card

114. How soon should new patients in nursing homes be visited to determine their food prefernces and eating problems:

a. within 12 hours
b
b. within 24 hours
c. within 2 days
d. within 1 week

115. If the following 24-hour food recall was taken from Mrs. Smith and she tells you that this is what she eats almost evey day, in which nutrient is she deficient:

Breakfast	Lunch	Dinner
cornflakes	tuna salad	macaroni & cheese
milk	crackers	green beans
toast-jelly	peach slices	milk
coffee	iced tea	

Snack

dried apricots

a. calcium
b. phosphorous
c. vitamin A
d
d. vitamin C

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116. What is the LEAST important topic to discuss when you counsel a patient about a new diet:

a. the mix of carbohydrate, protein, and fat in the new diet, rather than its actual food items/selections
b
b. the patient's food likes and dislikes
c. the patient's previous eating habits
d. what will happen if the diet is not followed

117. What is the process of collecting and recording information for future reference called:

a. data collection
b
b. documentation
c. nutritional assessment
d. taking a medical history

118. What is the process of helping people to select and obtain food to nourish their bodies called:

a. diet therapy
b
b. nutritional care
c. nutritional therapy
d. wholistic care

119. How long should the record of actually served menus be retained:

a. 7 days
b. 14 days
c
c. 30 days
d. 60 days

120. What is the permanent document that contains facts about a patient called:

a. diet card
b. diet history
c. medical history
d
d. medical record

121. How do members of the health care team communicate about the health and treatment of a patient:

a
a. through a medical record
b. through face-to-face conferences
c. through interdepartmental telephone calls
d. through written memos

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122. Imagine that a new patient, Mr. Gorges, is a vegetarian who does not eat eggs or drink milk. What nutritional problem may he develop unless you take special care with his meal planning:

a. lack of calories
b (b. lack of protein)
c. lack of vitamin A
d. lack of vitamin C

123. What are food service supervisors doing when they collect information about a patient and record it for future reference:

a (a. charting)
b. surveying
c. recording
d. screening

124. What type of information is NOT recorded when you do nutritional charting:

a. information on the patient's appetite
b (b. information on the patient's attitude toward a roommate)
c. information on the patient's food intake
d. information on the patient's physical limitations

125. How many days should a record of meals served be filed and kept:

a. 7 days
b. 14 days
c (c. 30 days)
d. 60 days

G. FOOD PRODUCTION AND SERVICE

126. What management or teaching practice may REDUCE the quality of a dietary department's production:

a (a. encouraging competition among employees)
b. showing employees a product of desired quality
c. telling employees what quality is desired
d. using standardized recipes

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127. What can a food service supevisor do to ensure consistent food quality:

a. avoid poor recipes
b. trade recipes with friends
c. use only familiar recipes
d d. use standardized recipes

128. What tool would help a food service supervisor forecast the amount of food needed for a future menu or menu cycle:

a. a budget
b b. a food production sheet used for a previous menu cycle
c. a time sheet
d. a work schedule

129. What is the MOST important management tool a food service supervisor can use to ensure consistent food quality:

a. adequate skills of employees
b. consistent food orders
c. modern equipment
d d. standardized recipes

130. What management method will help a food service supervisor control waste:

a. cook large amounts of food at once
b. discard leftovers immediately
c. recycle leftovers from the patient area through the cafeteria
d d. use a food production schedule

131. What factor can a food service supervisor IGNORE when planning the quantity of food to produce:

a. day of the week
b b. employee skill
c. portion sizes
d. the weather

132. What is a food quality opinion poll of patients and/or customers called:

a a. a food acceptance survey
b. a food forecast
c. a food selection survey
d. a Quality Assurance Program

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133. What kind of food service unit limitation may slow the production of a meal that consists of baked chicken, scalloped potatoes, hot rolls and chocolate cake:

a. limited oven space
b. limited refrigerator space
c. limited skill of cooks
d. limited time

134. What is the maximum number of hours that may pass between dinner and breakfast:

a. 10
b. 12
c. 14
d. 16

135. What kind of food service management project requires a food service supervisor to measure the quality of a dietary department's food production and food service:

a. a quality assurance program
b. a quality measurement program
c. a food quality program
d. a food service system

136. Which of the following tray service techniques is an indication of POOR quality service:

a. avoiding reuse of single-use utensils
b. checking the temperature of the food served
c. placing beverages on tray one hour before service
d. portioning foods with utensils

137. What utensil is best for serving 1/2 c. portions of mashed potatoes:

a. a number 4 ladle
b. a number 6 ladle
c. a number 8 dipper
d. a number 16 dipper

138. What is a palatable temperature for cold liquids:

a. 25°F
b. 35°F
c. 40°F
d. 50°F

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139. Which of the following is NOT a supervisor's duty:

a. assisting patients to eat
b. maintaining portion control
c. maintaining proper service temperatures
d. minimizing food transport distances

140. What IMPROPER food service practice may contaminate a food service unit that is trying to use isolation techniques:

a. disposing of the tray in a patient's room
b. returning the tray to the kitchen for disposal
c. using disposable dishes and flatware
d. using disposable trays

141. What is the written outline that describes the role of a dietary department and the procedures it must follow during a disaster:

a. a department plan
b. a disaster plan
c. a disaster tratégy
d. a policy and procedure manual

142. How should the dietary department's employees store, handle or prepare food to keep it free from contamination:

a. they should grasp flatware on the end used for eating
b. they should hold prepared foods at room temperature for several hours
c. they should thaw foods on top of the refrigerator
d. they should use separate cutting boards for raw and cooked food

143. What should a supervisor use to obtain feedback about the quality of the food that is served by the dietary department:

a. a food acceptance survey
b. a food forecast
c. a food selection survey
d. a quality assurance program

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144. How can food service employees prevent contamination of the food preparation area:

a
a. by storing cleaning supplies outside of the food preparation area
b. by storing cold foods at 45°F in the food preparation area
c. by storing hot foods at 120°F in the food preparation area
d. by storing utensils right side up in the food preparation area

145. What is the LEAST amount of time that should pass between breakfast and a substantial evening meal:

a. 8 hours
b
b. 10 hours
c. 12 hours
d. 14 hours

146. Which of the following refrigerator storage practices may contaminate stored foods:

a
a. foods are placed on the floor of the walk-in refrigerator
b. freezer temperatures are maintained at 0°F
c. stored foods are dated
d. thermometers are in each unit

147. What is the maximum time that should pass between a substantial evening meal and the next day's breakfast:

a. 10 hours
b. 12 hours
c
c. 14 hours
d. 16 hours

148. Which of the following food service techniques may contaminate food that is being transported from the dietary unit to other places in a health care facility:

a. all food is covered during transportation
b. carts are clean and free of debris
c
c. cold foods are held at room temperature
d. hot foods are maintained at 140°F

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149. Which of the following is an IMPROPER tray service practice:

a. food spills are left on plate rims
b. foods and utensils are correctly and neatly arranged
c. foods with liquids (stewed tomatoes, for example) are served on separate dishes
d. only allowed food is on the patient's tray

150. Identify the sanitary food production practice:

a. can openers coated with food residue
b. disposable gloves are used to handle food
c. hot foods are held at 120°F
d. raw foods are washed in the pot and pan sink

151. At what temperature should cold foods be served at bedside to be palatable:

a. 36°F
b. 40°F
c. 50°F
d. 60°F

152. Where should food service employees place food to properly thaw it:

a. in a sink full of cold water
b. in a sink full of hot water
c. in the refrigerator
d. on the counter at room temperature

153. At what temperature should cooked vegetables be served:

a. 140°F
b. 160°F
c. 185°F
d. 212°F

154. When should tube feedings be used:

a. within 12 hours of preparation
b. within 24 hours of preparation
c. within 2 days of preparation
d. within 1 week of preparation

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155. What temperature should the rinse cycle of a single-tank hot water dishwasher reach:

a. 130-140°F
b. 150-160°F
c
c. 180-190°F
d. 212°F

156. What is the term for a tray that is disposed of to prevent the spread of infection or contagious disease:

a. a delayed tray
b. a disposable tray
c. a special diet tray
d
d. an isolation tray

157. What warewashing MISTAKE may allow discolored coffee cups to remain stained:

a. failure to use a rinsing agent
b. rinse temperatures that are less than 180°F
c
c. use of the incorrect type or amount of detergent in the wash cycle
d. wash temperatures that are set too low

158. Identify the UNSANITARY food production practice:

a. having clean fingernails
b
b. smoking cigarettes in the food preparation area
c. wearing clean clothes in the food preparation area
d. wearing hair restraints in the food preparation area

159. Which of the following insects is attracted to and hidden by shelf paper:

a. ants
b
b. cockroaches
c. flies
d. mosquitoes

160. What storage practice can contaminate food in dry storage areas:

a. having metal shelves 12 inches off the floor
b. keeping floors clean and free of debris
c. storing chemicals separately
d
d. storing food on the floor

NOTE: Cover this area when copying

161. Identify the IMPROPER step in the process of storing a floor mop after use:

a. hang it on a hook
b. hang it with th head up
c
c. leave it in the mop bucket
d. wring out the mop

162. Which of the following food service practices is correct:

a. cold foods are held at 50°F
b
b. hot foods are held at 140°F
c. ice is served by dipping a glass into the ice container
d. milk is served from a covered pitcher

163. How should food service employees dry their hands after washing:

a. on their aprons
b. with a cloth towel
c
c. with a disposable paper towel
d. with a rag

164. Which warewashing practice is recommended for proper sanitation:

a. flatware is hand dried
b. flatware is washed only once
c
c. rinse temperatures reach 180°F
d. wash temperatures are 160°F

165. Several nursing home residents suffered abdominal pain and diarrhea 10 to 14 hours after a dinner meal which included reheated gravy. What contaminant is most likely to have been responsible for this illness:

a. clostridium botulinum
b
b. clostridium perfringens
c. salmonella
d. staphylococcus

NOTE: Cover this area when copying

166. Which of the following employee health and sanitation practices should be corrected:

a. all employees have current medical examinations
b. all employees wear hair restraints which fully cover their hair
c. employees smoke only in the designated area
d
d. employees use bare hands to serve such foods as sandwiches and potato chips

167. What kind of cutting board surfaces are most susceptible to contamination:

a. hard rubber surface
b. laminated surface
c. plastic surface
d
d. wood surface

168. How should a food service worker prepare to handle clean dishes:

a. inspect hands to be sure they are clean
b. rinse hands in warm water
c. wash hands and dry them on a cloth towel
d
d. wash hands with soap and water and immerse hands in sanitizing agent

169. Which container would NOT be appropriate for use in a microwave oven:

a
a. a china plate with metallic rim
b. a glass baking dish
c. a paper plate
d. a wicker roll basket

170. What temperature should the rinse cycle of a single-tank hot water dishwashing machine reach:

a. 130-140°F
b. 150-160°F
c
c. 180-190°F
d. 212°F

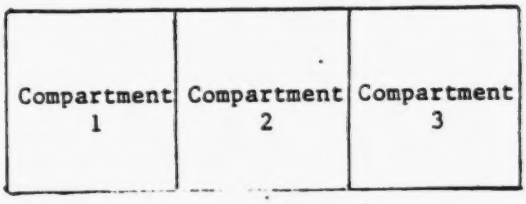
NOTE: Cover this area when copying

171. What is the appropriate utensil to use to place a 4 oz. tuna salad mixture on a salad plate:

a

a. a No. 8 dipper
b. a No. 12 dipper
c. a No. 4 ladle
d. a 1/3 c. spoodle

172. Refer to the following illustration to answer this question.



What is compartment 2 used for:

a

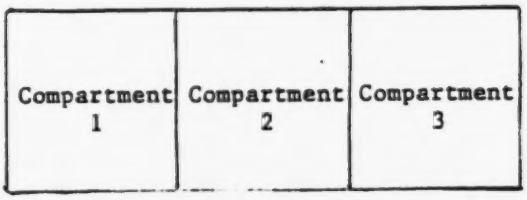
a. rinsing
b. sanitizing
c. soaking
d. washing

173. What solution should fruit be dipped in to prevent it from discoloring:

a. a sugar
b

b. an antioxidant
c. an enzyme
d. an oxidizing agent

174. Refer to the following illustration to answer this question:



What should compartment 3 be used for in a kitchen where the work is organized from right to left:

a. rinsing
b. sanitizing
c. soaking
d

d. washing

NOTE: Cover this area when copying

175. How hot should the water in a wash sink be kept when a food service worker is washing dishes by hand:

a. 90-110°F
b 175. b. 110-120°F
c. 120-140°F
d. above 140°F

176. What ware-handling practice can break dishes:

a. handling one dish at a time while washing
b. not stacking dishes
c. storing glasses in a rack
d 176. d. tapping dishes on a trash can to remove food scraps

177. How should dishes and utensils be immersed when employees wash them by hand in hot water:

a. in 160°F water for 30 seconds
b. in 170°F water for 15 seconds
c 177. c. in 170°F water for 30 seconds
d. in 180°F water for 10 seconds

178. What warewashing mistake often allows stained coffee cups to remain discolored:

a. failure to use a rinsing agent
b. rinsing temperatures under 180°F
c 178. c. use of incorrect detergent in the wash cycle
d. wash temperatures that are set too low

179. What is the most important reason for using a plastic bristled broom in a food serice operation:

a. they are less expensive than straw brooms
b 179. b. they can be sanitized after use
c. they create less dust when sweeping
d. they do a better job of cleaning

180. Which is the proper garbage disposal method:

a. emptying the garbage once a day to prevent over-accumulation
b. leaving the garbage can uncovered for easy access
c. using only one garbage can to prevent over-accumulation
d 180. d. using watertight garbage containers to prevent leakage

NOTE: Cover this area when copying

181. When does the fruit retain its shape better:

a. when sugar is added after the fruit has cooked
b
b. when sugar is added at the beginning of the cooking process
c. when the fruit is cooked in its own juice
d. when the fruit is cooked in water

182. Where should cleaning supplies and other harmful chemicals be stored:

a
a. in a separate storeroom or locked cabinet
b. in the food storeroom next to the food
c. on a separate shelf in the food storeroom
d. under the sink

183. What can cause overly crumbly yeast bread:

a. overbaking
b. over mixing of dough
c. under-raised dough
d
d. weak flour

184. What is the proper method to be used with cleaning compounds:

a. mix different cleaning compounds to make them go further
b
b. read the label and follow directions
c. spread the compounds on clean surfaces for storage
d. store cleaning compounds in empty food containers to save money

185. What internal temperature should pork reach to prevent trichinosis:

a. 140°F
b. 160°F
c
c. 170°F
d. 185°F

186. Why should plastic brooms and brushes be used in the food service unit:

a. they are less expensive
b. they are more durable
c
c. they can be sanitized
d. they can be used on wet surfaces

NOTE: Cover this area when copying

187. What are the proper proportions for the ingredients of a roux:

a. 4 oz. flour: 8 oz. shortening
b. 6 oz. flour: 4 oz. shortening
c. 8 oz. flour: 4 oz. shortening
d d. 8 oz. flour: 8 oz. shortening

188. What pests are attracted to and sheltered by shelf paper:

a. ants
b b. cockroaches
c. flies
d. mosquitoes

189. Imagine that you supervise the breakfast cook in a small nursing home and that the menu for one day's breakfast is...

Orange juice
Oatmeal
Scrambled eggs, bacon
Buttered toast
Coffee milk

What dish would you suggest that the cook prepare first:

a. the bacon
b b. the oatmeal
c. the scrambled eggs
d. the toast

190. How should wet mops be stored:

a a. they should be hung on a hook with the head up
b. they should be left in the mop bucket, head down
c. they should be left standing with mop head on the floor
d. they should be left to drip dry

191. Approximately how many portions of green beans will two No. 10 cans serve:

a. 25
b b. 50
c. 60
d. 70

NOTE: Cover this area when copying

192. How should dishes and utensils be immersed when food service workers wash them by hand in hot water:

a. in 160°F water for 30 seconds
b. in 170°F water for 15 seconds
c
c. in 170°F water for 30 seconds
d. in 180°F water for 10 seconds

193. If a recipe for date pudding uses 1 lb. 14 oz. of brown sugar to make 50 servings, how much brown sugar will be needed for 100 servings:

a. 2 lb. 12 oz.
b. 2 lb. 14 oz.
c
c. 3 lb. 12 oz.
d. 4 lb. 14 oz.

194. What temperature should the wash cycle in a single-tank hot water dishwashing machine reach:

a. 100-120°F
b. 130-140°F
c
c. 150-160°F
d. 180-190°F

195. How many cc are equal to one cup:

a. 120
b
b. 240
c. 320
d. 480

196. What principal of motion economy would you be using if you made sandwiches by placing all the bread first, portioning all the filling second, spreading all the filling third, topping all the sandwiches with bread fourth and then cutting all the sandwiches:

a. movement in unison
b
b. repeat motion
c. rhythmic motion
d. use of gravity

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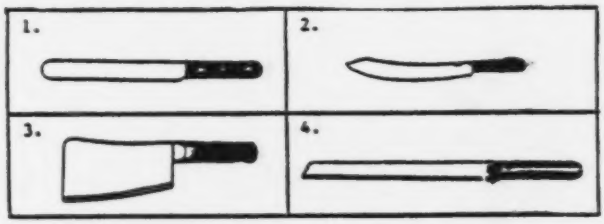
197. Refer to the following illustration to answer this question.



What knife would you use to slice roast beef:

a. 1
b. 2
c. 3
d. 4

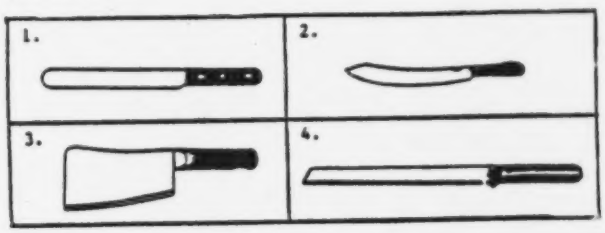
a

198. Identify the container or dispenser that SHOULD NOT be used to serve milk:

a. 1 pint packages
b. 1/2 gallon packages
c. 1 gallon packages
d. refrigerated bulk milk dispenser

c

199. Refer to the following illustration to answer this question.



What is the most appropriate utensil to use to chop bones:

a. 1
b. 2
c. 3
d. 4

c

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200. What is the most time efficient utensil to use when serving a 3/4 cup portion of soup:

a. a 4 oz. ladle
b a. b. a 6 oz. ladle
c. an 8 oz. ladle
d. a 10 oz. ladle

201. What is the danger zone of temperatures in which bacteria multiply most rapidly:

a. 30-70°F
b b. 40-140°F
c. 50-175°F
d. 50-175°F

202. Two cups is equal to:

a. 122 cc
b. 240 cc
c c. 480 cc
d. 960 cc

203. How should vegetables be cooked to maintain their best quality:

a. they should be cooked in a large amount of water
b. they should be cooked in large batches
c c. they should be cooked no longer than necessary
d. they should be held for 25 minutes before serving to cool down

204. What should be used to rinse the interior of a refrigerator after it has been washed:

a a. a baking soda solution
b. a sanitizing agent
c. clean warm water
d. cool water

205. What is the most common source of contaminating bacteria in a food service operation:

a a. employees
b. insects
c. pests
d. serving equipment

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206. What type of food or dish covering could cause a safety hazard if used in a microwave oven:

a
a. aluminum foil
b. paper towel
c. plastic film
d. waxed paper

207. What does the symbol # stand for:

a. a gallon
b. a peck
c
c. a pound
d. an ounce

208. What kind of cutting boards suffer from the greatest sanitation problems:

a. those with hard rubber surfaces
b. those with laminated surfaces
c. those with plastic surfaces
d
d. those with wood surfaces

209. Refer to the following illustration of a measure to answer this question.

What quantity and what ingredient would this measure be most appropriate for:

a. 2 tablespoons of flour
b
b. 4 cups of flour
c. 2 quarts of water
d. 1 gallon of milk

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210. Imagine that you have prepared beef stock in a five gallon stock pot for use in tomorrow's soup. How should the soup stock be stored:

a. by allowing it to cool to room temperature and then placing it in the refrigerator
b. by placing the stock pot immediately into the refrigerator
c. by transferring it to shallow pans, allowing it to cool slightly and then placing it in the refrigerator
d d. by transferring it to shallow pans and putting it immediately into the refrigerator

211. Imagine that you feed a group of nursing home residents a meal with re-heated gravy, and that several of them suffer abdominal pains and diarrhea 12 to 14 hours later. What bacterial contaminant is most likely to be responsible for their illness:

a. clostridium botulinum
b b. clostridium perfringens
c. salmonella
d. staphylococcus

212. Why is pork cooked to an internal temperature of 170°F:

a. to prevent illness due to clostridium perfringens
b. to prevent illness due to salmonella
c. to prevent illness due to staphylococcus aureaus
d d. to prevent illness due to trichinae

213. What is the proper ware-handling technique:

a. handle a fork at the tine end
b b. handle a glass at the base
c. handle a glass at the rim
d. handle a plate by placing your thumb in its center

214. What temperature should freezers maintain:

a. -20° to -10°F
b b. -10° to 0°F
c. 0° to 10°F
d. 10° to 32°F

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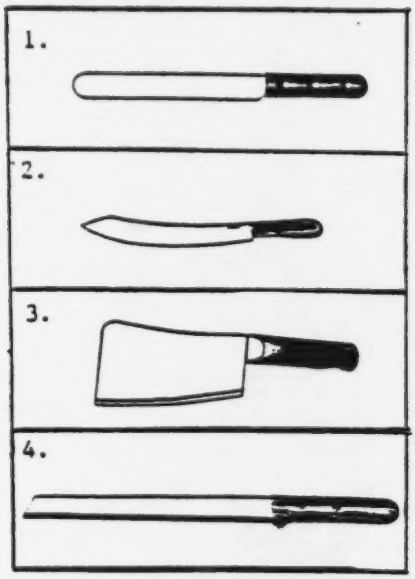
215. In what danger zone of temperatures do bacteria multiply most rapidly:

a. 30^{o} to $70^{o}F$
b
b. 40^{o} to $140^{o}F$
c. 60^{o} to $150^{o}F$
d. 50^{o} to $175^{o}F$

216. Refer to the following illustration to answer this question.



Which of the illustrated knives would you use to slice roast beef:

a
a. 1
b. 2
c. 3
d. 4

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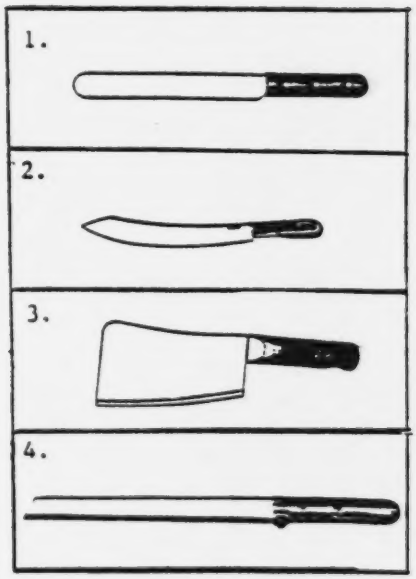
217. Refer to the following illustration to answer this question.



Which of the illustrated utensils is most appropriate for chopping bones:

a. 1
b. 2
c
c. 3
d. 4

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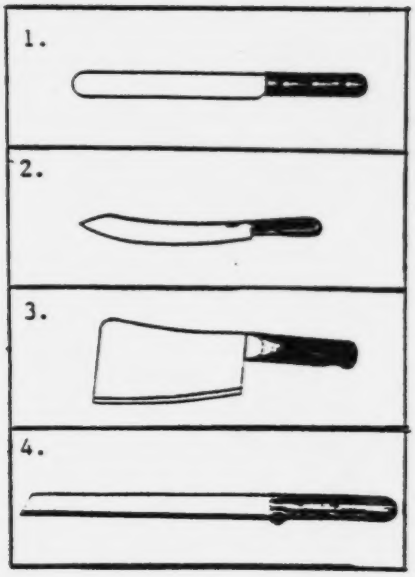
218. Refer to the following illustration to answer this question.



Which of the illustrated knives would be best to cut steaks:

a. 1
b
b. 2
c. 3
d. 4

219. What beater should you use when you mash potatoes with an electric mixer:

a. cutter
b. dough hook
c
c. flat beater
d. whip

220. How soon should fresh ground beef be used:

a. within 12 hours of delivery
b
b. within 24 hours of delivery
c. within 2 days of delivery
d. within 3 days of delivery

NOTE: Cover this area when copying

221. How many gallon(s) do twelve quarts equal:

a. 1 gallon
b. 2 gallons
c
c. 3 gallons
d. 4 gallons

222. What kind of usage is NOT recommended for reconstituted dry milk:

a. use for cakes
b
b. use for drinking
c. use for puddings
d. use for soups

223. If a recipe for date pudding calls for 1 lb. 14 oz. of brown sugar and serves 50, how much brown sugar would be needed to serve 150:

a. 2 lb. 12 oz.
b. 3 lb. 12 oz.
c. 4 lb. 14 oz.
d
d. 5 lb. 10 oz.

224. What cooking technique causes beef to shrink:

a
a. high cooking temperatures
b. low cooking temperatures
c. medium length cooking times
d. short cooking times

225. What food production MISTAKE will produce peaked muffins:

a
a. overmixing the ingredients
b. using cold ingredients
c. using the wrong size muffin tin
d. too hot an oven

226. What can cause pie crusts to shrink excessively:

a. too hot an oven
b
b. too little shortening
c. too little water
d. too much shortening

NOTE: Cover this area when copying

227. What cooking practice allows fruit to retain its shape:

a. adding sugar after the fruit has cooked
b
b. adding sugar at the beginning of the cooking process
c. cooking the fruit in its own juice
d. cooking the fruit in water

228. Refer to the following situation to answer this question.

If the breakfast cook in a small nursing home must prepare all of the food for the breakfast meal and the menu for one day is...

Orange Juice
Oatmeal
Scrambled Eggs Bacon
Buttered Toast
Coffee Milk

Which menu item should the cook prepare last:

a. the bacon
b. the eggs
c. the orange juice
d
d. the toast

229. Identify the method of meat cookery that uses dry heat:

a. braising
b
b. broiling
c. pan frying
d. steaming

230. What internal temperature should pork reach when it is cooked in a food service unit:

a. 140°F
b. 160°F
c
c. 170°F
d. 185°F

231. How can the oxidation or discoloration of cut fruit be prevented:

a. by dipping the fruit in apple juice
b. by dipping the fruit in grape juice
c
c. by dipping the fruit in lemon juice
d. by dipping the fruit in water

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H. COST AND INVENTORY CONTROL

232. What is a physical inventory:

a. a copy of all previous inventories that are retained on file
b. a monthly record of staple items
c
c. an actual count of food and supplies on hand at a particular time
d. an annual record of all foods used in a year

233. What is a physical inventory:

a
a. a count of food and supplies on hand at a particular time
b. a daily count of items in the storeroom
c. a running record of items on hand
d. a weekly record of all staple food items

234. What is the inventory that is constantly maintained as items are used or received:

a. a computerized inventory
b
b. a perpetual inventory
c. a physical inventory
d. a running inventory

235. How many No. 10 cans are in a case:

a
a. 6
b. 10
c. 12
d. 24

236. What does the "net weight" listed on a can refer to:

a. the liquid weight
b. the weight of the can
c. the weight of the can and its food contents
d
d. the weight of the food contents

237. How many cups does a No. 10 can contain:

a. approximately 6 cups
b. approximately 10 cups
c
c. approximately 12 cups
d. approximately 25 cups

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238. If a delivery of cube steaks is specified 6/1, how much will each cube steak weigh:

a
a. 2.5 oz.
b. 4.5 oz.
c. 6.5 oz.
d. 7.5 oz.

239. Oranges are sold by the:

a
a. count
b. dozen
c. lug
d. pound

240. How would you express the weight specification for an order of 3 oz. hamburger patties:

a. 2/1
b. 3/1
c. 4/1
d
d. 5/1

241. Apples are sold by the:

a
a. box/count
b. dozen
c. lug
d. pound

242. Imagine that whole kernel corn is on the menu at the hospital in which you are employed and that the food service staff prefers the taste and appearance of frozen whole kernel corn. Also imagine that your food vendors submit the following prices for frozen whole kernel corn:...

Vendor one	1 1/2#	$ 1.70
Vendor two	20#	$11.50
Vendor three	12-2 1/2#	$18.95

Which vendor offers the lowest price for the frozen corn:

a. vendor one
b
b. vendor two
c. vendor three
d. vendor one and vendor two quoted the same price

NOTE: Cover this area when copying

243. If you want to serve 100 4 oz. portions of boneless roast beef, and you know that you need to order about 30% more meat than that to allow for shrinkage, how much boneless roast beef do you need to order:

a. 25 lbs.
b
b. 32.5 lbs.
c. 36 lbs.
d. 37.5 lbs.

244. If you want a delivery of 8 oz. hamburger patties, how would you express their weight specifications to your vendor:

a
a. 2/1
b. 3/1
c. 4/1
d. 5/1

245. What kind of cost and inventory control method should you exercise when receiving an order of meat:

a. ask the deliveryman if the order is correct before signing the invoice
b. you should count the number of boxes delivered before signing the invoice
c. you should just sign the invoice so that the deliveryman can leave
d
d. you should weigh the meat before signing the invoice

246. If an order of cube steaks were specified 3/1, how much would the individual steaks weigh:

a. 3 oz.
b. 4 oz.
c
c. 5 oz.
d. 6 oz.

247. How should a food service supervisor respond when a food distributor delivers packages that are dented or broken:

a. accept them
b. freeze them immediately
c
c. refuse to accept them
d. use them quickly

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248. Imagine that peas are on the menu for the school in which you are employed, and that the food service staff prefers the taste and appearance of frozen peas. Also imagine that our food vendors submitted the following prices for frozen peas:

Vendor one	2 1/2#	$ 1.76
Vendor two	20#	$12.65
Vendor three	12 - 2 1/2#	$17.95

Which vendor offers the lowest price for the frozen peas:

a. vendor one
b. vendor two
c
c. vendor three
d. vendor two and three are equal

249. What is the major cost control tool a food service supervisor can use in a food service department:

a. a budget
b. an energy audit
c
c. a menu
d. a production schedule

250. If you want to serve 200 3 oz. portions of boneless ham, and you know that you need to order about 25% more meat than that to allow for shrinkage, how much boneless ham do you need to order:

a. 37.5 lbs.
b
b. 47 lbs.
c. 50 lbs.
d. 60 lbs.

251. Twin Oaks is a 75-bed long-term health care facility and its food service supervisor both performs a monthly inventory and calculates the department's combined food and labor costs. The summary figures for the past month include...

Beginning inventory	$2,135.75
Purchases (food)	$5,775.25
Ending inventory	$1,498.50
Labor cost	$2,592.00
Labor hours	720
Number of meals served	6,750
Budgeted food cost/meal	$ 1.00

What was the dietary department's food cost:

a. $5,138.00
b
b. $6,412.50
c. $6,750.00
d. cannot be calculated from this information

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252. On what form do food service employees record where a food product or supply is stored:

a
a. on a daily receiving record
b. on an invoice
c. on a market order worksheet
d. on a request for credit memo

253. Twin Oaks is a 75-bed long-term health care facility and its food service supervisor both performs a monthly inventory and calculates the department's combined food and labor costs. The summary figures for the past month include...

Beginning inventory	$2,135.75
Purchases (food)	$5,775.25
Ending inventory	$1,498.50
Labor cost	$2,592.00
Labor hours	720
Number of meals served	6,750
Budgeted food cost/meal	$ 1.00

What is the Twin Oaks productivity level for this month:

a. 8.2 meals/labor hour
b
b. 9.4 meals/labor hour
c. 18.8 meals/labor hour
d. cannot be calculated from this information

254. When is energy WASTED in the food service unit:

a. when food production equipment is kept clean
b
b. when hot water leakage occurs
c. when ovens are turned off when not in use
d. when equipment seals (or gaskets) are in good repair

255. What form should you complete and submit to your food vendor if you open a sack of flour that has just been delivered and find it contaminated with weevils:

a. a complaint form
b. a daily receiving record
c
c. a request for credit memo
d. an invoice

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256. What is the price per can if a case of No. 10 cans of peaches costs $21.90:

a. $1.83 per can
b. $2.19 per can
b. $2.90 per can
d d. $3.65 per can

257. How should you respond if you open a lug of tomatoes while checking in a weekly food delivery and find that they are overripe:

a. you should accept them and rearrange the menu so you can use them quickly
b. you should accept them but complain to the delivery person
c. you should accept them but make a note to change vendors
d d. you should refuse to accept them and discuss the problem with the vendor

258. What food item accounts for the largest percentage of the food budget in most food service operations:

a. coffee
b. fruit
c c. meat
d. milk

259. What range of temperatures should be maintained in dry storage areas:

a. 40° to 60°F
b b. 50° to 70°F
c. 60° to 80°F
d. 70° to 90°F

260. Imagine that a food salesman provides you with a sample of a new frozen beef stew product for you to try as a possible replacement for homemade beef stew. The frozen beef stew comes 4 pans/case at a cost of $48.00 and each pan yields 25-3 oz. portions. What is the cost per portion of the frozen beef stew:

a. $.24 per portion
b. $.40 per portion
c c. $.48 per portion
d. $.96 per portion

NOTE: Cover this area when copying

261. What type of moisture and vapor proof wrapping should be used on food that is to be held in a freezer:

a
a. heavy duty aluminum foil
b. paper sacks
c. plastic film
d. waxed paper

262. What is the minimum amount of staple foods that Title 19 requires a food service unit to keep on hand in its storeroom:

a
a. one week's worth of staples
b. two week's worth of staples
c. three week's worth of staples
d. four week's worth of staples

263. What should a food service supervisor AVOID if she/he wants to control theft from the unit:

a
a. allowing food (i.e. leftovers) to be taken from the facility
b. locking the storeroom
c. recording missing food items
d. screening prospective employees

264. How should fresh eggs be stored:

a
a. in a closed container in a refrigerated place
b. next to onions
c. uncovered on top of the refrigerator
d. with the small end up

265. What should a supervisor AVOID if she/he wants to insure a safe refrigerated storage area:

a. doors which open from the inside
b. guards around the light bulbs
c
c. temperatures that rise above 40°F
d. thermometers in the area

266. After what period of time should refrigerated leftovers be thrown out or disposed of:

a. after 12 hours
b
b. after 24 hours
c. after 2 days
d. after 3 days

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267. How deep should the containers used for quick cooling food in a refrigerator be:

a
a. 2 inches
b. 3 inches
c. 5 inches
d. 8 inches

268. If an order of hamburger is delivered to the food service department and is labeled "35% fat", how should you respond:

a. you should keep it, the fat content does not matter
b. you should keep it, the fat content is acceptable
c
c. you should return it, the fat content is too high
d. you should return it, the fat content is too low

269. What does the term FIFO (first in - first out) refer to:

a. a cost control method
b
b. an inventory system
c. a personnel management system
d. an accounting system

270. What food service management tool has the most direct effect on food cost, labor cost, and equipment costs:

a. the budget
b. the employees' work schedule
c
c. the menu
d. the production schedule

271. Imagine that Springfield Memorial Hospital is a 300-bed facility and that you are the production supervisor in the dietary department. As a result, you take inventory, calculate food and labor costs and determine the productivity of the department. The summary figures for your past month include:

Beginning inventory:	$ 5,700.00
Purchases (food):	$42,000.00
Ending inventory:	$ 5,950.00
Number meals served:	27,000
Labor Costs:	$10,116.00
Labor Hours:	2,810
Budgeted food cost per meal:	$ 1.50

What is the relationship between actual food costs and the amount budgeted for food:

a. it cannot be calculated from this information
b. the department is at the budgeted level
c
c. the department is over the budget
d. the department is under the budget

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272. Imagine that Springfield Memorial Hospital is a 300-bed facility and that you are the production supervisor in the dietary department. As a result, you take inventory, calculate food and labor costs and determine the productivity of the department. The summary figures for your past month include:

Beginning inventory:	$ 5,700.00
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Ending inventory:	$ 5,950.00
Number meals served:	27,000
Labor Costs:	$10,116.00
Labor Hours:	2,810
Budgeted food cost per meal:	$ 1.50

What was the actual food cost per meal for this month:

a
a. $1.55 per meal
b. $1.78 per meal
c. $1.99 per meal
d. it cannot be calculated from this information

273. Imagine that Springfield Memorial Hospital is a 300-bed facility and that you are the production supervisor in the dietary department. As a result, you take inventory, calculate food and labor costs and determine the productivity of the department. The summary figures for your past month include:

Beginning inventory:	$ 5,700.00
Purchases (food):	$42,000.00
Ending inventory:	$ 5,950.00
Number meals served:	27,000
Labor Costs:	$10,116.00
Labor Hours:	2,810
Budgeted food cost per meal:	$ 1.50

What was the departmental prouctivity for the month:

a. 8.2 meals/labor hour
b
b. 9.6 meals/labor hour
c. 19.2 meals/labor hour
d. it cannot be calculated from this information

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274. How can energy be conserved in the food service unit:

a. by avoiding gasket replacement on used equipment
b
b. by keeping food production equipment clean
c. by maintaining a constant water flow when rinsing hand washed items
d. by using aluminum foil to cover refrigertor shelves

275. If a case of #10 cans of fruit cocktail costs $18.60, what is the fruit cocktail's price per can:

a. $1.55 per can
b. $2.90 per can
c
c. $3.10 per can
d. $6.20 per can

276. What food tends to be the most expensive item in food service department budgets:

a. bread
b. dessert
c. fruit
d
d. meat

277. What quantity of perishable foods should a food service unit keep on hand:

a. 1 day's worth of perishables
b
b. 2 days' worth of perishables
c. 7 days' worth of perishables
d. 10 days' worth of perishables

278. In what range should freezer temperatures be set:

a
a. less than $0^{o}F$
b. 0^{o} to $10^{o}F$
c. 10^{o} to $20^{o}F$
d. 20^{o} to $30^{o}F$

279. How should foods be arranged in storerooms that are used for dry storage:

a. close together on the floor so that as much as possible can be stocked
b. in their shipping cases on the floor for ease in identification
c. in stacks of boxes
d
d. off of the floor on pallets or shelving

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280. How should hot foods that are intended for refrigerator storage be handled:

a. they should be cooled slightly and then placed in the refrigerator
b. they should be cooled to room temperature before storage
c. they should be left in deep containers for refrigerator storage, cooled and then placed in the refrigerator
d. d. they should be placed in shallow pans and put immediately into the refrigerator

I. EQUIPMENT MANAGEMENT

281. What document should a supervisor use to find out when food service equipment was purchased:

a. a. an equipment inventory
b. an equipment repair record
c. an operator's manual
d. a preventive maintenance schedule

282. What kind of information WOULD NOT be found in an equipment inventory record for an electric mixer:

a. the manufacturer's name
b. the purchase date
c. the serial number
d. d. who purchased the mixer

283. All food service equipment should be constructed to comply with the standards and codes of the:

a. Food and Drug Administration
b. National Safety Foundation
c. c. National Sanitation Foundation
d. Occupational Safety and Health Act

284. What document records the repairs made to food service equipment in a food service department:

a. an equipment inventory
b. b. an equipment repair record
c. an operator's manual
d. a preventive maintenance schedule

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285. What is the best material for a cooks table to be made of:

a. aluminum
b. formica
c c. stainless steel
d. wood

286. Where is the date of the last routine maintenance for a piece of equipment recorded:

a. in an equipment inventory
b. in an equipment invoice
c. in an equipment repair record
d d. in a preventative maintenance record

287. When do food service workers waste energy while operating an oven:

a. when the oven is fully loaded
b. when the oven is preheated just before it is going to be used
c. when the oven temperature is reduced during slow production times
d d. when time lapses between oven loads

288. What is the term for the routine inspection and servicing used to prevent equipment breakdowns:

a. equipment upkeep
b. maintenance
c c. preventive maintenance
d. service contracting

289. What practice will conserve a refrigerator's energy:

a. allowing dust and lint to collect on the condenser coils
b. opening the refrigerator doors frequently
c c. shielding the refrigerator from heat-producing equipment
d. storing food close together on the refrigerator shelves

290. What is the most important consideration for a food service supervisor who is purchasing food service equipment:

a a. how often the equipment will be utilized
b. the complexity of the equipment
c. the equipment's appearance and color
d. whether it is a bargain

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291. What can be used to sanitize food service equipment:

a. a chemical sanitizer
b. a detergent solution
c. rinse water of 180°F or higher
d d. both (a) and (c)

292. When do food service workers waste energy while using an oven:

a. when a timer is used to monitor baking items
b b. when high temperatures are maintained during slack periods
c. when the ovens are fully loaded
d. when the thermostats are checked periodically

293. Which of the following IS NOT a benefit of clean equipment:

a. decreased energy use
b. fire prevention
c c. increased energy use
d. improved sanitation

294. Identify the practice that conserves a hot water heater's energy:

a. allowing hot water faucets to leak
b. allowing mineral deposits to collect in the heater
c. exposing the hot water pipes
d d. insulating the hot water pipes

295. How should you change the temperature of a dish that is normally baked in a conventional oven if you want to make it in a convection oven:

a a. decrease the temperature 25 to 50°F
b. decrease the temperature 75°F
c. increase the temperature 25 to 50°F
d. leave the temperature the same

296. What safety precaution should food service workers follow when cleaning electrical equipment:

a. clean electrical equipment with an electrolyte
b. completely disassemble the equipment
c. dry electrical equipment with a silicon cloth
d d. they should unplug the equipment first

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297. How should locks be placed or arranged on walk-in refrigerators and freezers:

a. they should be avoided because they are potentially dangerous
b. they should be hidden so that access to the walk-in is limited
c
c. they should be placed where they can be opened from the inside
d. they should be placed where they can only be opened from the outside

298. Which piece of food production equipment should be sanitized after each use:

a. the oven
b. the range
c
c. the slicer
d. the steamer

299. The shelves of the refrigerator SHOULD NOT be covered with aluminum foil because:

a. it is difficult to clean and replace
b. it is too expensive for most food service units
c. it is too unsightly for a health care facility
d
d. it prevents air circulation in the refrigerator

300. At what temperature should coffee be brewed in a coffee urn:

a. 160°F
b. 175°F
c
c. 185°F
d. 212°F

301. Which of the following is NOT a step in the process of cleaning a manual meat grinder:

a. disassemble all parts
b. wash the parts in a pot and pan sink
c. rinse with a sanitizing agent
d
d. dry with a clean cloth

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302. What mixer attachment should a food production worker use to mash potatoes with an electric mixer:

a. a dough hook
b a b. a flat beater
c. a pastry knife
d. a wire whip

303. What kind of preventative maintenance is necessary when steam tables are used with hard water:

a. wash them out more frequently
b b. delime them weekly
c. delime them monthly
d. use a rinsing agent each time you clean

304. At what temperature should a deep fat fryer be set to maintain fat quality and save energy during idle times:

a. 150°F
b b. 200°F
c. 300°F
d. 340°F

305. How often should a mild cleansing powder be used on stainless steel surfaces:

a. routinely
b. weekly
c c. only for stubborn spots or stains
d. never

306. What is the most likely food preparation MISTAKE that is being made if an employee is using a food chopper to prepare ingredients for chicken salad and the foods are not being cut uniformly.

a. the wrong piece of equipment is being used
b b. there is too much food in the bowl
c. something is wrong with the chopper
d. the blade needs to be sharpened

307. How long should an employee wait after cleaning a milk dispenser to install a new milk container:

a. 1/2 hour
b b. 1 hour
c. 1 1/2 hours
d. 2 hours

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308. How should a food service employee respond if she observes steam escaping around the edges of the door of a compartment steamer while it is in use:

a
a. she should tighten the door
b. she should loosen the door
c. she should ignore it
d. she should turn the steamer off

309. Why should a steam jacketed kettle be drained slowly:

a
a. to prevent burns that may be caused by spattering
b. to prevent over cooking
c. to prevent scorching the kettle
d. to prevent spilling the contents

310. What oven uses forced air to circulate heat:

a. a conduction oven
b
b. a convection oven
c. a microwave oven
d. a rotary oven

311. If the temperature recommended for bakng muffins in a conventional oven is 400°F, what temperature should be used in a convection oven:

a. 325°F
b
b. 350° to 375°F
c. 400°F
d. 425° to 450°F

J. PRSONNEL MANAGEMENT

312. Which of the following managerial guidelines will DECREASE worker productivity:

a. combining jobs
b. eliminating unnecessary operations
c
c. increasing the number of delays for employees
d. providing a definite place for all utensils and equipment

313. Identify the common measure of worker productivity that is used in food service units:

a. the food cost per meal
b. the number of labor hours per week
c
c. the number of minutes of labor per meal
d. the number of meals served per day

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314. What managerial tool can be used to determine the most efficient way to do a job:

a. a performance evaluation
b
b. a time and motion study
c. a work analysis
d. an OSHA guideline

315. What managerial technique can a supervisor use to increase worker productivity:

a. encouraging unnecessary actions in employees work
b. giving supervisors all the credit for the successful operation of the department
c. making changes without involving employees
d
d. using employee suggestions

316. What is one important purpose of a job description:

a. to give the working hours for an employee
b
b. to list duties for a specific job
c. to show an employee how to complete a specific task
d. to tell employees when their days off will be

317. What is the ultimate reason for increasing productivity in a health care facility's food production unit:

a
a. improved patient service
b. increased operation costs
c. increased worker fatigue
d. shorter work days

318. Which type of information does NOT usually appear in a work schedule:

a. days off
b. employees' holidays
c
c. the pay date
d. time

319. What management technique is used for determining the average number of trays assembled per minute in a food service operation:

a. a flow diagram
b. a micromotion study
c
c. a time study
d. a work sample

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320. What steps should a supervisor take to ensure that cleaning is done properly:

a. a. the supervisor should develop cleaning schedules and implement them
b. the supervisor should do all the most critical cleaning jobs
c. the supervisor should only assign the most competent employees cleaning assignments
d. the supervisor should watch each employee very closely as they complete cleaning assignments

321. Which type of information is NOT usually included in a job description:

a. a job title
b b. a performance evaluation
c. the job qualifications
d. the performance requirements

322. What type of information is NOT usually included in a cleaning schedule:

a. how the cleaning should be done
b. what is to be cleaned
c. who is to clean
d d. why cleaning should be done

323. What document will identify an employee's proper supervisor and subordinates:

a a. a job description
b. a performance evaluation
c. a training plan
d. a work schedule

324. What kind of information should be communicated to a prospective employee during an interview:

a. an account of the food service unit's history
b b. an accurate description of the job
c. information about your personal life
d. information on the backgrounds of the other employees

325. What type of information would NOT appear on a work schedule:

a. the days off
b. the employees holidays
c. the hours of work
d d. the job qualifications

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326. What planning practice may INHIBIT the development of effective training programs:

a

a. excluding the employees from the planning process
b. involving employees in the planning
c. increasing the employees awareness of their common objectives
d. obtaining feedback from the employees about problem areas

327. What is the MOST practical source of ideas for in-service training for a food service unit's staff:

a. food service management books
b. magazines published by the food service industry

c

c. observations of the employees' on-the-job problems and performance
d. seminars attended by the supervisor

328. What kind of information is NOT usually included in a cleaning schedule:

a. how to clean a piece of equipment
b. how much to dilute cleaning fluids or powders

c

c. how to store cleaning supplies properly
d. what cleaning supplies to use

329. What is the term for a regularly scheduled, on-going employee instructional program:

a. a staff meeting
b. a training school
c. an employee conference

d

d. in-service education

330. Which of the following actions should a suprvisor who is trying to improve a unit's cleaning procedures AVOID:

a. developing cleaning schedules

b

b. doing the cleaning for employees
c. evaluating the effectiveness of cleaning efforts
d. training employees on cleaning techniques

331. Which of the following in-service training topics are most clearly related to the work performed in a food service unit:

a. grievances, wages, schedules

b

b. safety, sanitation, storage
c. salary, scheduling, breaks
d. vacation, fire drills, cleaning schedules

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332. What kind of questions or comments should a supervisor AVOID in a pre-employment interview with a job applicant:

a. those that allow the supervisor to observe the applicant's reactions
b
b. those that probe into the applicant's personal life
c. those that provide an accurate description of the job
d. those that put the applicant at ease

333. How often should a supervisor provide feedback about an employee's performance:

a
a. as the need for compliments or criticism arises
b. daily
c. only when an employee does something wrong
d. yearly, during annual performance evaluations

334. What is the term for the process that occurs when a new employee is given a tour of the dietary department, is introduced to the other employees and is provided with an explanation of personnel policies:

a. hiring
b. indoctrination
c
c. orientation
d. training

335. Which of the following IS NOT a legitimate use for an incident report:

a
a. to eliminate the need for a safety committee
b. to identify safety training needs
c. to identify the new procedures needed to avoid future accidents
d. to provide information about the kinds of accidents which have occurred

336. What is the proper order of the four steps in the worker training process:

1. follow-up the worker's performance
2. prepare the worker
3. present the operation
4. try out the worker's performance

a. 1,2,3,4
b
b. 2,3,4,1
c. 3,1,2,4
d. 4,3,2,1

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337. Which of the following is a false statement about the completion, study or use of incident reports:

a. the administrators should read all reports
b. the records should be maintained for OSHA
c
c. the report should be completed by the employee involved
d. the safety committee should study all reports

338. Which of the following in-service training topics is most directly related to the work of the dietary department:

a. breaks and vacations
b. grievances and salaries
c. salaries and scheduling
d
d. the use of a diet manual and knife safety

339. Which of the following is a VIOLATION of the OSHA regulations for a food service operation:

a. equipment is safe
b. first aid supplies are readily available
c. free access to exits is maintained
d
d. high noise levels are maintained

340. Which of the following guidelines will NOT help a supervisor develop an effective training program:

a
a. conduct the training in an unfamiliar setting
b. follow-up on the training to determine its effectiveness
c. involve employees in the planning
d. use a variety of teaching techniques

341. How should a food service supervisor correct an employee's poor attitudes or behavior:

a
a. correct them impartially
b. correct them publicly
c. delay the correction until the incident has passed
d. punish them severely

342. What is the best method of evaluating a new employee's skills and professional competence:

a. ask the other workers
b. ask them if they understand
c. give a written test
d
d. observe them doing the job

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343. What type of shoe is most appropriate for food service workers when they are at work:

a
a. closed-toe shoes with non-slip soles
b. low-heeled slippers
c. sandals
d. tennis shoes

344. What is the best method for you to use to correct workers' actions if you should notice that they are not storing and using leftovers properly:

a
a. conduct an in-service training session on the storage and use of leftovers
b. discontinue using leftovers in the facility
c. store and use the leftovers yourself
d. talk to each employee individually

345. What is the most efficient method of moving several ingredients from the storeroom and refrigerator to the food preparation area:

a. use a large tray to carry the ingredients
b
b. use a utility cart to carry the ingredients
c. use several trips, carrying the ingredients
d. use two trips, one to the refrigerator and one to the storeroom

346. What is the main purpose of the performance evaluation session that a supervisor conducts with an employee:

a
a. to clear up any misunderstandings about what is expected of the employee
b. to compare employees to each other
c. to give the employee the impression that the supervisor is superior
d. to make the employee feel insecure

347. What principle of motion economy would a worker be using if she made sandwiches by: placing all of the bread first, by portioning all the filling, by spreading all the filling, by topping all the sandwiches and then by cutting them:

a. movement in unison
b
b. repeat motion
c. rhythmic motion
d. use of gravity

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348. What regularly scheduled personnel function that is performed by the food service supervisor is meant to clear up an employee's misunderstandings about her, or his, job:

a. firing
b. hiring
c
c. performance appraisal
d. promotion

349. What guideline from motion economy can improve the efficiency of a worker who is making a luncheon meal of cheese sandwiches, by slicing a few slices of cheese, placing them on sandwiches and then slicing more cheese:

a
a. repeat motions
b. rhythmic motion
c. simultaneous motions
d. use of gravity

350. What is a major reason that an incident report should be completed each time an accident occurs:

a. to eliminate the need to have a safety committee
b. to identify employees who are accident prone
c
c. to identify safety training needs
d. to make the food service supervisor look efficient

351. What procedure should be followed to prevent cuts in the kitchen:

a
a. workers should discard chipped china and glassware
b. workers should leave lid partially attached to tin cans
c. workers should pick up broken china with their bare hands
d. workers should place knives in the dishwater cutting edge up

352. What is the proper procedure for incident reports:

a. they should be completed by the employee
b. they should be completed for only serious accidents
c. they should be maintained for NSF
d
d. they should be studied by the safety committee

353. What method should a food service employee use when lifting a heavy box:

a. she, or he, should bend over at the waist
b. she, or he, should only use arm muscles to lift it
c. she, or he, should only use back muscles to lift it
d
d. she, or he, should squat down with knees bent

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354. Which of the following workplace conditions violates OSHA regulations:

a. a safety training program
b. clearly marked exits
c
c. high noise levels
d. safe equipment

355. What does OSHA stand for:

a
a. the Occupational Safety and Health Act/Administration
b. the Occupational Standards and Health Act/Administration
c. the Organizational Safety and Health Act/Administration
d. the Organizational Standards and Hazards Act/Administration

356. What is the leadership style that encourages workers to share in decisions called:

a. autocratic
b. bureaucratic
c. diplomatic
d
d. participative

357. How should a food service supervisor respond to a worker who has always been reliable, but who arrives to work one hour late without calling:

a
a. discuss the incident privately with the employee
b. forget it
c. give the employee a reprimand as soon as possible
d. give the employee a written warning

358. How can a supervisor effectively implement changes in a food service unit's routine:

a
a. by involving employees in the decisions related to the change
b. by making changes often so that employees are used to them
c. by telling employees of the changes after the plans for the change are final
d. by making changes often so that employees are used to them

359. What can cause muscle strains:

a. getting help to lift heavy objects
b. using a step ladder to handle objects in high places
c. using carts or dollies to move heavy items
d
d. using one's back muscles when lifting

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360. What should you do if you notice dirt lodged under your nails when washing your hands at work:

a
a. use a brush to clean under your nails before returning to work
b. use extra soap before returning to work
c. wash your hands and ignore the remaining dirt
d. wash your hands twice

361. Why is good personal hygiene important for food service workers:

a. it is in the policy and procedures manual
b. it makes the employee feel good
c
c. it prevents disease
d. it takes little time to do

362. What is the proper footwear that should be worn in the food service department:

a
a. closed-toe shoes with non-slip soles
b. comfortable low-heeled slippers
c. sandals with non-slip soles
d. tennis shoes

363. What safety practice can be used to prevent fires:

a. clean the range and its hood monthly
b. do not cook under a hood
c. run exhaust fans only after cooking is completed
d
d. wash grease filters often

364. What will extinguish a Class A fire:

a. bicarbonate of soda
b. CO_2
c. dry chemical extinguisher
d
d. water

365. What are the three classes of fires:

a
a. A, B, C
b. A, D, K
c. C, D, E
d. F, D, C

UPDATING TEST ITEMS

The Food Service Supervisor test battery will need new and corrected test items from time to time. If you are a classroom instructor, we suggest that you examine the test items very closely to assure yourself that they match your curriculum, that they match the terminology, practice and equipment in your local food service workplaces, and that they match the speech and behavior patterns of your students. If the equipment, terminology, or practice should change in your local food service workplaces, you should write down the new test items those changes suggest. When you find an error in a written test item, and you may find some, you should write down your proposed correction. You may wish to forward these items to the Dietetic Support Personnel Advisory Committee item by item as they arise in your experience, or only at specific time intervals, once a year for example. If you are a short term adult training administrator, we suggest that you speak with your Dietetic Support Personnel instructor occasionally to keep abreast of potential test item changes. These actions will assure us that the items are adjusted to your local needs, and should provide us with the new or corrected items we will need to upgrade the test in the future.